

Annual Report

Fiscal Year 2012



Springfield
Fire & Life Safety
Department



Eugene
Fire & Emergency Medical
Services Department



**COVER PHOTO: Springfield and Eugene
fire crews work together at an Urban Search
& Rescue drill at Station 3 in Springfield.**



Springfield

Fire & Life Safety Department



Eugene

Fire & Emergency Medical Services Department

OUR MISSION

To serve our communities by protecting and preserving life, property, and the environment through prevention, education, emergency medical services, rescue, and fire suppression services.

OUR VISION

To deliver efficient and effective services by working together to maintain a progressive, caring, professional organization that remains flexible within a changing environment. We strive to be recognized for our leadership within the region by fostering cooperative working relationships. We work to be fiscally responsible, and financially stable and secure.

OUR VALUES

Our values are respect, integrity, accountability, teamwork, service, balance, and adaptability. We live our values and measure our success by the satisfaction of the communities we serve, our personnel and our strategic partners.

OUR MOTTO

Duty, Honor, Service

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Message from the Chief

As we end the second year of our “functional consolidation”, the Eugene Fire & Emergency Medical Services Department and the Springfield Fire & Life Safety Department continue to move forward to combine the two departments. This work towards a merger continues to be driven by our goal of improving overall service while reducing taxpayer costs on a metropolitan level.



With success gained through the functional consolidation, which combined many of our administrative functions and provided for a smaller combined, yet more efficient fire management team, this process has produced big dividends with a combined annual savings now approaching \$1.2 million proposed in fiscal year 2013. The functional consolidation went beyond the 3-battalion integrated response system that the two jurisdictions established in 2007, and it is leading towards an outright merger of the two departments, possibly within a couple of years. At the writing of this report, contract negotiations are underway with both cities' fire unions, with the hope of normalizing the two contracts during this next cycle.

In addition to our merger initiative, progress has been made in creating a more efficient ambulance service that has evolved into a tiered system. This system now comprises a public/private partnership with Rural/Metro Ambulance Corporation to provide non-emergency ambulance service, and a public/non-profit partnership with the Life Flight Network to provide long-distance critical care transports. The Eugene and Springfield fire departments continue to perform emergency scene work and provide advanced life support (ALS) patient transport within our Ambulance Service Areas. By changing the model and partnering with these two service providers on both ends of our service delivery, we have built a more efficient and effective system that better matches the level of care with the type of call. Our community can no longer afford a one size system for all types of service.

I am pleased to present this report as the Eugene and Springfield Fire Chief (Chief of Departments). Other fire officials and staff in both jurisdictions are serving similarly in a dual capacity.

This annual report reflects the transition that we are in. It tells the story, over the course of a fiscal year, of two separate departments that are on their way — possibly — to becoming one. You will see that the reporting in the following pages is combined in some respects and separate in others, like the departments themselves. We will know our longer-term direction very soon.

Consolidation notwithstanding, funding of ambulance service and adapting to changing conditions continues to remain a dominant theme. An ad hoc intergovernmental task force of elected officials in the region worked to develop a series of recommendations to address these pressing issues, and you will find details on progress of these recommendations in this report. The ambulance discussion is separate from — but is inextricably tied to — the merger initiative.

During the fiscal year, the two departments responded to a combined 32,072 calls for service.

In this report you will find the specifics on these and other aspects of the departments' operations, as well as details regarding our service level, fire stations, equipment, and personnel. If you have further interest in any area, I hope you will take the time to contact us directly at either 541-682-7100 or 541-726-3737, or go to: www.eugene-or.gov/fire and http://www.ci.springfield.or.us/dept_fir.htm.

Springfield Fire & Life Safety was founded in 1886. Eugene Fire & EMS is that city's oldest continuously operating City service, established in 1872. It continues to be a privilege to serve as Chief of Departments.

Randall B. Groves, Chief of Departments

Department Organization

Under functional consolidation, the combined departments have four divisions, with managers reporting directly to the Chief of Departments. The divisions and Division Managers are:

Shift Operations — includes all of the emergency response personnel housed within 16 fire stations, including nine Battalion Chiefs and approximately 247 sworn firefighters. Heading up the Shift Operations Division is Deputy Chief Randy DeWitt, who has been with the department for 32 years and worked his way up through the ranks as a Firefighter, Captain and Training Captain. He has also been a fire manager for 16 years, and has held the positions of Training Chief, Battalion Chief, District Chief and AIC Operations Chief.

Special Operations — includes the Emergency Medical Services Section, Training Section, Logistics Section, Information Technology staff, and special teams (Water Rescue, Urban Search & Rescue, Hazardous Materials, and Airport Rescue & Fire Fighting), plus planning for special events and dignitary protection. The Special Operations Deputy Chief is Joe Zaludek, who is a certified Paramedic with 27 years in the fire service.

Administrative Services — includes ambulance billing in Eugene and Springfield, FireMed Ambulance Membership Program, financial reporting, payroll, and office support functions. The Springfield ambulance billing operation enhances revenue by serving 20 outside agencies. The Administrative Services Director is Brian Evanoff, who holds a Bachelor's degree in Business Management from the University of Oregon, and has served with Springfield Fire & Life Safety for 13 years.

Fire Marshal's Office — includes fire and life safety code enforcement and inspection, plan review, fire investigation, emergency management for the City of Springfield, the Eugene Toxics Right-to-Know Program, and public education services. This division is led by Fire Marshal Al Gerard, who has served at the Deputy Chief level since 2002, and is a Paramedic in addition to holding International Code Council certification as a Certified Building Official and Certified Fire Marshal.



Randy DeWitt



Joe Zaludek



Brian Evanoff



Al Gerard

SFLS FY13 FTE: 101 (BOLD & SHADED)
EUGENE FY13 FTE: 205



Functional Consolidation and Possible Merger

Chief Serving Dual Role; Administration Further Reorganized

Development of the relationship between Eugene Fire & EMS and Springfield Fire & Life Safety continues as the two departments continue the work of merging into one fire service organization. The sharing of a common administrative structure, training, prevention, and support services began in July 2010 and continues to progress today. This important step in the partnership continues with the implementation of an updated intergovernmental agreement between the two cities.

For a number of years, Eugene Fire & EMS and Springfield Fire & Life Safety have worked cooperatively in the field, providing backup for each other and disregarding the jurisdictional boundary in multiple-unit responses. In 2007, this relationship was officially recognized as the 3-Battalion Integrated Response System.



During Fiscal Year 2009, it became evident that the two departments had an opportunity to further develop this cooperative relationship in their administrative and support functions, and at the same time to save taxpayers money. The latter consideration was especially compelling given the budgetary shortfalls facing both cities.

A respected emergency services consulting firm, ESCI International, was commissioned to prepare a report regarding cooperative services. The consultants' report concluded that the departments were, in fact, ripe for an outright merger, and recommended further that fire services in central Lane County should ultimately be provided by a special district, separate from the city organizations.

According to the consultants, the departments could save approximately \$850,000 per year at full implementation through attrition without layoffs. These savings would include the elimination of one Fire Chief, two Deputy Chiefs, one Training Chief, one Fire Marshal, and others; there would be additional savings as the combined departments implemented further efficiencies resulting from the merger, possibly including more staff positions that could be eliminated through attrition. In this, the first year of the functional consolidation, the Metro departments saved over \$600,000 from administrative personnel reductions alone, and in the second year (fiscal year 2012) the Metro departments saved \$876,239. It is projected that the departments will save \$1,169,639 in the next fiscal year (fiscal year 2013).

Fiscal year 2012 was a year of further development of the framework for a full consolidation.



Presentations to the elected bodies in both jurisdictions were received favorably, and it has been decided to proceed further on a reversible basis.

In the beginning of 2011, the Metro departments received direction to move ahead when both City Managers agreed to go forward with the merger. This forward momentum marks the beginning of the creation of an intergovernmental fire service agency.

There is still the possibility that a voter approved special tax-and-service district could be formed. If so, the district would provide fire, rescue, first-response medical, and emergency medical transport services to a particular geographic area independent of the general-purpose municipal governments. There are also

other governance models that could be applied to the shared system.

Departments' Strategic Plan and Work Plan Integrated

As part of the merger process, staff continued work on the combined Strategic Plan and Work Plan. The Work Plan went into effect on July 1, 2011. The two departments now operate under a shared vision for the present and future for providing fire, life safety and emergency medical services. Additionally, by unifying the Strategic Plans and Work Plans of both departments, a new level of sophistication and detail has been achieved. In particular, the two departments have implemented a greater use of metrics and data-based analysis.

In developing the 2011-2015 combined Strategic Plan and Work Plan, both sets of current City Council Goals were carefully considered to ensure that the plans would be consistent with and supportive of the overarching direction from the two cities' elected policymakers. In order to measure those efforts, quarterly Performance Reports are generated and posted to the public websites of both departments. These reports are to ensure the goals are being met and what, if any, progress needs to be made in the future.

Ambulance Transport Funding

Reduced Reimbursements Make New Direction Necessary

Throughout our region, the majority of patients transported are covered by Medicare. Before the implementation of the Ambulance Fee Schedule on April 1, 2002, ambulance suppliers received payment from Medicare on a “Reasonable Charge Basis.” Medicare would pay 80 percent of the allowable amount and the remaining balance was the responsibility of the patient. This allowed transport providers broad flexibility in setting rates and assured recovery of costs.

The Balanced Budget Act (BBA) of 1997 added a new section 1834(1) to the Social Security Act which mandated the implementation of a national fee schedule. This section also required ambulance providers and suppliers to accept the Medicare allowed charge as payment in full; there was no longer the ability to bill the patient or another insurance provider for the balance of the reasonable charge.

The new fee schedule took effect in 2002 and was phased in over a five-year period, with full implementation on January 1, 2006. Year one (4/1/02-12/31/02) provided a blending of 20



percent fee schedule and 80 percent reasonable charge. The reasonable charge portion was then reduced by 20 percent in each of the four subsequent years, so that as of 2006 only the fee schedule amount was payable.

Put simply, the new national fee schedule, which covers 60 to 70 percent of all transports, does not allow most ambulance providers –

such as Eugene Fire & EMS and Springfield Fire & Life Safety – to recover the cost of providing the service. Instead, where there once was the ability to collect the full reasonable charge (which has risen over the years from \$535 to \$1,600 per transport), ambulance providers are now reimbursed between \$225 and \$730, at an average of about \$400, depending on the type of call. Medicaid, the state of Oregon’s health insurance program, reimburses at an even lower rate.

While Medicare and Medicaid reimbursement reductions are the primary reason that emergency medical transport in our region has become a revenue-negative enterprise, two national trends are also contributing to the problem. One is the growing number of individuals eligible for Medicare. The other is the economy generally, as the provider agencies – which do not refuse transport because of inability to pay – are being forced to write off a greater number of bills as uncollectible.

The Metro departments have taken many steps to try to keep the ambulance service self-sustaining, including increasing the transport rates; reducing ambulance coverage for non-peak times; contracting with a private provider, Rural/Metro, to handle some non-emergency

transports; and cutting costs for administrative staff, materials and supplies. The departments continue to work closely with City Finance staff to identify the appropriate cost split between the Ambulance Transport Funds and General Funds to ensure the Ambulance Transport Funds are not supplementing General Fund services.

Through 2009 and into 2010 a special Joint Elected Officials Task Force met to study the ambulance transport funding issues, and develop recommendations. The task force included representation from the City of Eugene, City of Springfield, Lane County, and Lane Rural Fire/Rescue District (now Lane Fire Authority). Their recommendations were:

- That all three jurisdictions remain prepared to allocate a level of General Fund support as necessary for the continued high-quality provision of this core service.
- That the Eugene and Springfield City Councils authorize initial steps toward a merger of their fire departments.
- That exploration of more sustainable public funding options begin immediately.
- That marketing of FireMed subscriptions be enhanced and expanded in an effort to generate additional revenues to lessen reliance on General Fund tax support.
- That the City of Eugene and Lane Rural Fire/Rescue analyze the possibility of reconfiguring the boundaries of the county's Ambulance Service Areas so as to provide for an urban-rural split between Eugene and Lane Rural Fire/Rescue; and, if conditions appear favorable, that the Lane County Board of Commissioners be asked to enact such reconfiguration.
- That work proceed as rapidly as possible regarding provision of a regional mobile health care system, featuring tiered levels of response (and cost) available to patients depending on the nature of the emergency.
- That public ambulance service provider agencies continue to lobby the Oregon legislature and U.S. Congress for larger-scale long-term solutions.

Progress to date on these recommendations is as follows:

- In July 2010, Fire Chief Randall Groves was sworn in as Chief for both departments. This was the initial step in functionally consolidating the two departments. Throughout the first year of functional consolidation, additional efficiencies were realized as other administrative functions were consolidated.
- In fiscal year 2011, the funding for the FireMed Ambulance Membership Program marketing was increased. The results, however, were not consistent with the increased funding, and no significant change in memberships was realized. In addition, the departments were asked to reduce staff due to budget reductions, which further resulted in the layoff of the FireMed Program Director. Management of the FireMed Program was reassigned to the Deputy Chief of EMS & Community Relations and the Administrative Services Director.
- During fiscal year 2011, the Metro departments worked collaboratively with other ambulance service providers and Lane County to modernize Lane County Code, Chapter 18, which is the County's Ambulance Service Plan. This resulted in Springfield issuing a Request for Proposal (RFP) for a private provider to begin providing non-emergency inter-facility transports so that fire-based emergency ambulances would be more available for emergency response. A similar partnership has already been developed in Eugene, and has proven very successful. The RFP has resulted in an agreement between

the City of Springfield and Rural Metro Ambulance.

- An open-ended trial period began in August of 2011, reconfiguring the boundaries of the county's Ambulance Service Areas so as to provide for an urban-rural split between Eugene Fire & EMS and Lane Rural Fire/Rescue. A six month status report on this trial showed that response times were generally better with Lane Rural responding to certain areas of Zone 3 of ASA #4.

In the fall of 2011, a new joint elected officials task force was formed to continue the work towards stabilizing ambulance transport funding. In May of 2012, the Task Force presented three options back to the full JEO for consideration. The Task Force presented the JEO with three options:

- Do nothing. Jurisdictions would remain responsible for providing and funding ambulance transport within their assigned Ambulance Service Areas (ASA).
- Privatize. The Cities of Eugene and Springfield currently contract with a private provider for non-emergency transport. Under this contract, the Cities remain responsible for the service provided within the ASA. Under full privatization, the public would not only relinquish quality control, but also the emergency response versatility afforded by the firefighter/paramedics now staffing local ambulances. The goal would be to find the equilibrium point between these two ends of the public/private partnership spectrum.
- Form an Ambulance Transport District. A new limited special-purpose district could be formed in central Lane County, or the region could annex to an existing health district to provide ambulance service. These options require governance by an elected board of directors. Alternatively, a county service district could be established. This type of entity would be governed by the Lane County Board of Commissioners. Forming a district requires an affirmative vote of the electorate within the proposed district.

There was also discussion around solving the financial problem through the development of a metro fire district, however, the Task Force stopped short of making this a recommendation because the scope of that discussion went far beyond the objectives assigned to the Task Force. Both the Eugene and Springfield city councils will deliberate on this important issue in the fall of 2012.

September 11th Ten Year Anniversary Remembrance



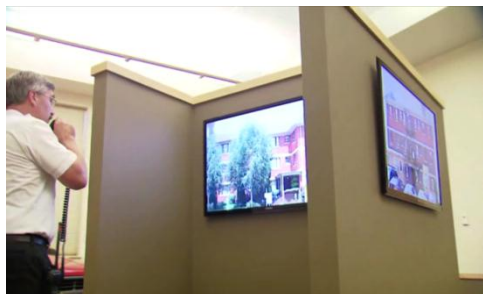
September 11, 2011 marked the ten-year anniversary of the 9/11 attacks on our Country that took place at the World Trade Center in New York City, at the Pentagon in Washington D.C., and in a remote field near Shanksville, Pennsylvania. Here locally, Eugene Fire & EMS and Springfield Fire & Life Safety hosted a simple remembrance of our own.

The Eugene Fire Pipes and Drums Corps played at the event and performed a Last Alarm ceremony in honor of the 343 FDNY firefighters and 60 NYPD and New York Port Authority police officers who made the ultimate sacrifice on that day. In all, 2,977 people lost their lives in the course of these tragic events. Remarkably, an estimated 17,400 people were in the World Trade Center at the time of the attacks based on turnstile counts, so the loss could have been far greater.

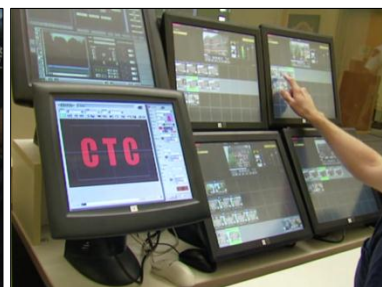
During the event, Eugene Mayor Kitty Piercy read a proclamation, and Eugene Police Chief Pete Kerns and Fire Chief Randall Groves shared a few brief words. The ceremony was a simple yet respectful event.

GRANTS

Regional Command Training Center



Work on the Regional Command Training Center (CTC) continued throughout the fiscal year, and the simulation lab portion is near completion. The conference room at Fire Station 1 was decided as the location for the Regional CTC, because it could be easily reconfigured to meet the needs for a temporary CTC location. Partial funding for this project was received from a Federally-funded earmark received by the City (\$150,000) and funds received by Lane County (\$66,000). Non-grant covered expenses are the responsibility of the department. Work continues to determine necessary components as well as enhancements for the Regional CTC. Additional grant opportunities are also being researched.



Self-Contained Breathing Apparatus

Eugene Fire & EMS received notice that the department was the recipient of a \$1,079,750 Assistance to Firefighters Grant, for the replacement of self-contained breathing apparatus (SCBA). The grant will pay 80 percent at \$863,800 and the department will pay the 20 percent match, as well as fund additional needed pieces of SCBA equipment not funded by the grant. During fiscal year 2012, the department developed an extensive request for proposal (RFP) process that included input from key stakeholders; evaluations from shift operations, special teams, and maintenance personnel; an evaluation of the accountability components; training requirements, and reference review. During the process, the top four companies provided equipment for hands-on evaluation by the fire crews. The SCBAs are anticipated to be put into service within the next fiscal year, with plans to donate the older equipment.

Water Rescue Boat

Springfield Fire & Life Safety received a \$55,000 Assistance to Firefighters Grant award from FEMA to replace the watercraft used for rescue on the McKenzie and Willamette Rivers. The grant paid 80 percent at \$44,000 and the department paid the remaining \$11,000. The replacement craft will have the ability to access the shallow and rocky sections of river without damaging the hull. The bid was awarded to Riddle Marine and the projected delivery date is

January 2013. Plans are currently being made to possibly donate the old boat, once the new boat arrives.

Extrication Equipment

With help from an Assistance to Firefighters Grant awarded in fiscal year 2011, new extrication tools and equipment were purchased and put into service in both departments in fiscal year 2012.

The new extrication equipment is interoperable with and complements equipment in both communities and surrounding agencies. Since mutual/joint agency response to motor vehicle accident (MVA) incidents on intercity highways, freeways and streets is common, having compatible equipment is a must.



Also, in contrast to the older extrication equipment, the new tools have improved portability, function faster, require less maintenance, and apply a stronger force to materials being cut, which allows crews to use the tools safely on newer vehicle metals and technologies frequently encountered in motor vehicle collision rescue/extrication incidents.

All of these improvements increase efficiency and scene safety for crews, while saving critical time for trauma patients.

Additionally, the Metro departments donated old useable extrication equipment, to various regional districts as well as Lane Community College.

Additional Grants Received

The Metro departments received grant funds from State Homeland Security for specialized training for Eugene's Regional Hazard Materials Team and for both departments' Urban Search & Rescue Teams.

Eugene Fire & EMS also received funds from the Department of Human Services under HealthCare Preparedness for regional medical disaster kits and two Cyanokits (one for South Lane Fire & Rescue and one for Cottage Grove Hospital). Eugene Fire & EMS was lead on this grant for purchasing, assembling, and deploying the kits to several key regional locations.

Additionally, Eugene Fire & EMS and Springfield Fire & Life Safety received funding from a regional Assistance to Firefighters Grant managed by Lane Rural Fire/Rescue for carbon monoxide monitors.

DIVISION REPORTS

Shift Operations Division

All frontline apparatus in the Shift Operations Division are Paramedic units. This means that every day, there is at least one Paramedic on each unit. This ensures that every medical call has a Paramedic with Advanced Life Support training and equipment arriving on scene at the earliest possible moment.

In an effort to work toward standardizing apparatus and equipment specifications, the Metro Apparatus & Equipment Committee continued to collaborate, while the departments took delivery of two new apparatus in fiscal year 2012.

In September of 2011, Springfield replaced a 1981 International 4x4 Type 3 engine with a 2012 Pierce manufactured brush engine built on a 2011 International chassis. The brush engine was initially put into service as Brush 14 at the 48th Street Station, however, has since been relocated



to the Thurston Station (as Brush 16) due to its proximity to Springfield's adjacent wildland interface zone. This new brush engine has a 330 horsepower MaxxForce 9 engine, all-wheel drive, a 1000 gpm main water pump, a 250 gpm auxiliary pump and a remote controlled bumper turret for mobile fire attack, foam producing capabilities, a 500 gallon main water tank, and a number of improved safety and operational features. This

type of engine's primary purpose is for wildland fire attack, yet it can also be used as a back-up engine and for effective response in inclement weather.

In February of 2012, Eugene put into service a 2011 Pierce Velocity engine, which is being used as Engine 2 at the Whiteaker Station. Engine 2 has the newest version of the Detroit Diesel engine (DD13), which is a 500 horsepower inline six cylinder. Additional features are a 2,000 gpm two stage Waterous pump, improved dashboard layout and ergonomics in the cab, and 12 volt LED scene lighting, which eliminated the need for an on-board AC generator, creating efficiencies and cost savings.



In an effort to have personnel gain familiarity with each department, the Battalion 3 Chiefs (Springfield) were reassigned to Battalions 1 and 2 (Eugene) and vice versa. This provided the

opportunity to find efficiencies within each department, and therefore, continue the aligning of operational policies and procedures between the two departments, creating more seamless operations when crews from both agencies respond and train together.

The departments shared vehicles when one department's apparatus was out of service for repair and/or maintenance. This allowed for crews to respond in the same type of vehicle that was out of service, and not have to change response packages due to crews staffing a different type of apparatus.

The public/private partnership with Rural Metro Ambulance was expanded in Eugene to allow Rural Metro to perform some work outside of medical facilities and respond to scenes where non-emergent calls could be handled more appropriately with Basic Life Support.

In fiscal year 2012, significant progress was made toward negotiating labor contracts for the two local IAFF collective bargaining units. If the contracts are settled-upon, one major component would be the ability for firefighters from both locals to be assigned as part of the same crew in either city. This change would go into effect in fiscal year 2015.

Special Operations Division



This year, 15 young women between the ages of 14 and 19 years old graduated from the second annual Young Women's Fire Camp, hosted by the Eugene Fire & EMS and Springfield Fire & Life Safety Departments. Six young women who participated in camp last year returned as team leaders and support staff taking their experience to the next level.

A dedicated group of professional women came together to make this an incredibly successful event. The goals of the camp were

to provide a safe environment to introduce the young women to fire and emergency medical services, teach them leadership, confidence and team-building skills by providing them with instruction and hands-on drills in rope rappelling, live fire burns, physical fitness training, and emergency medical treatment. Camp participants also heard from a wide variety of local community leaders and department personnel, who spoke on the topics of confidence and leadership.

While fire departments in the U.S. have a long history of being predominantly white male, the camp is part of ongoing efforts to engage under-represented populations to consider careers in fire and emergency medical services.

The departments' ongoing outreach efforts include working with students to help prepare them to successfully pass the Candidate Physical Ability Test (CPAT), as well as running a teen career day outreach program twice a year, which provides high school students with a day of exposure to the fire and emergency medical services field and a concurrent job fair.

In Logistics, personnel completed annual hose testing, ground ladder testing, Underwriters Laboratory (UL) aerial ladder testing, advanced turnout inspections, and emergency meals inventory to support crews during a disaster.

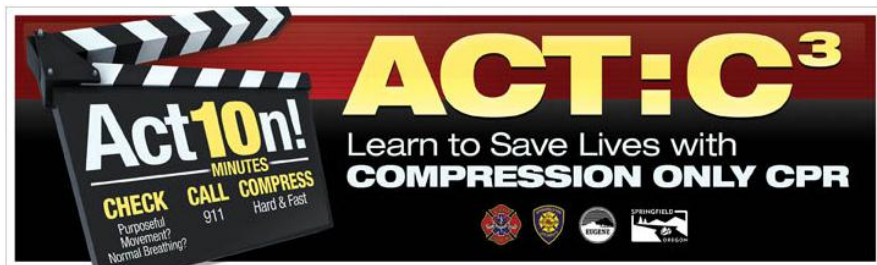
As automation support becomes increasingly critical, the departments are implementing a long-range Information Technology Plan. Steps taken this year include signing a contract with Firehouse, the new Records Management System, which will provide real-time audit capabilities, making automating and maintaining training records much more efficient. Electronic patient care reporting and mobile data computer systems continue to be refined.

As part of the fiscal year 2012 budget process, the Deputy Chief of Emergency Medical Services (EMS) & Community Relations position was eliminated, and consequently, the EMS & Community Relations Division was also eliminated. As a result, the EMS Section was relocated under the Special Operations Division. EMS staff from both jurisdictions continue to work to standardize practices, protocols and medical equipment between the two departments. These advances will continue to increase service efficiency and quality of care for the community.

Beginning in March of 2012, the EMS Section began implementing the ACT:C3 Program, a multi-faceted approach to increasing survivability of local cardiac arrest victims. The core message of the program is to ACT and perform the three Cs: Check, Call, Compress.

At this time, the ACT:C3 Program has four components:

- Community awareness and training the public in compression CPR.
- Chest compression-oriented 911 dispatch instructions.
- Cardiocerebral resuscitation protocols for EMS responders.
- Hospital registry participation and data analysis.



The primary cause of death in adults is Sudden Cardiac Arrest (SCA); nearly 300,000 Americans die annually from SCA. In 2011, only 12 percent of local SCA victims left a hospital without a brain injury. Communities that have instituted the ACT:C3 components have increased their cardiac survival rate between 37 and 48 percent, and tripled their prevention of brain injuries.

Work will continue to improve the program and supplement it with additional components in the future.

Grants funding, donations, and volunteer hours are essential components for the ongoing success of the ACT:C3 Program.

The Training Section of the Metro departments, now fully-integrated, graduated one Fire Recruit class during fiscal year 2012, for which candidates were chosen from the first combined hiring/recruitment process in collaboration with Human Resources personnel from both Eugene and Springfield.

Four special teams are an important part of the Special Operations Division: Water Rescue, Hazardous Materials, Airport Rescue & Fire Fighting, and Urban Search & Rescue. These special teams participate in a number of emergency disaster drills every year.

Water Rescue Team resources are located at the Gateway fire station (5) and the Downtown fire station (1), with the reserve boat at Sheldon fire station (6). Water rescue-certified personnel are concentrated at these three stations during the water recreation season, Memorial Day through Labor Day.

The Airport Rescue & Fire Fighting Team participated with the FAA, TSA, Eugene Airport Administration and other strategic partners in the Tri-Annual Airport Drill.



Hazardous Materials Team members participating in a training exercise that included a simulated train derailment.

The Hazardous Materials Team continued its work with calibrating environmental monitoring equipment for other agencies in the region, and being active in assisting other Oregon Hazardous Materials teams in designing and installing the resource centers in their response units. Team members also attended and conducted various trainings.

Also, the Metro departments participated in a multi-agency emergency disaster exercise led by the Oregon National Guard's Vigilant Guard. The Vigilant Guard exercise is part of an international exercise focused on supporting civil authorities in disaster scenarios.

Vigilant Guard is designed to train state, county, local, National Guard and federal resources in multi-agency coordination for disasters here in Oregon.

One of the focused Vigilant Guard exercises was on emergency response management of a major structural collapse in the State capitol, which included local Urban Search & Rescue Team members working in coordination with Oregon National Guard personnel. The remainder of the Vigilant Guard exercise included a larger number of Metro department personnel, as well as many strategic partners.



Helicopters for Vigilant Guard Exercise

The Metro departments also worked with key personnel from the University of Oregon, Eugene Police Department, and other strategic partners to share resources for providing security, emergency and non-emergency response for the 2012 U.S. Olympic Trials – Track and Field.



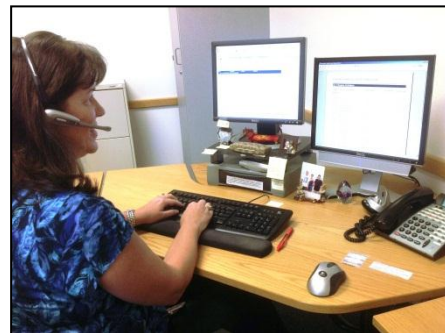
Command Center at the Bowerman Building during the 2012 U.S. Olympic Track & Field Trials.



View of Hayward Field from the Bowerman Building during the 2012 U.S. Olympic Track & Field Trials.

Administrative Services Division

In fiscal year 2012, Eugene and Springfield Ambulance Billing Section staff processed 32,485 claims for a total gross amount of \$50,921,541 and current net payment posting of \$17,693,677. In addition to Eugene and Springfield, billing services are provided to 21 other municipalities throughout the state. The staffing consists of two supervisors and eleven billing support personnel. During the functional consolidation, the Ambulance Billing offices are located in both Eugene and Springfield and maintain separate billing systems. As the functional consolidation moves forward, a merger of staff and systems will occur with the expected outcome of greater efficiencies and reduced maintenance costs.



The FireMed Ambulance Membership Program is operated as a partnership between the cities of Eugene and Springfield, as well as Lane Rural Fire/Rescue, and Life Flight. Membership management services are based in Springfield. As mentioned previously, the Deputy Chief of EMS & Community Relations position was eliminated. As a result, the FireMed Program is now handled by Administrative Services Director Brian Evanoff and one Program Technician. Additional temporary staff are hired during campaign periods. The annual FireMed partnership campaign period runs March 1st through June 30th, and provides membership ambulance coverage for the upcoming fiscal year. The Central Lane (Eugene, Springfield, Lane Rural) 2013 FireMed campaign year, which concluded June 30, 2012, was down 1.6 percent (-536) in number of household memberships from the prior year, with an overall revenue decrease of -1 percent (30,550). Life Flight experienced growth in number of memberships by 4 percent (523), and an increase in revenue of \$20,920 from the prior year.

The activities of both the FireMed Program and Ambulance Billing are an essential part of recovering and/or generating revenue to supplement EMS operating expenses within the departments.

Fire Marshal's Office Division

On July 1, 2010, as part of the Intergovernmental Agreement (IGA) between the Cities of Eugene and Springfield, Deputy Chief Al Gerard became the Fire Marshal for the combined Fire Marshal's Office of Eugene and Springfield. With the consolidation of the two offices came a name change. The Division is now known as the Fire Marshal's Office (FMO). The existing State of Oregon Partial Exemption Status (ORS 476.030) of both cities is still maintained in the agreement, as well as all services that have been previously provided to both communities. The Division is operating under a Memorandum of Understanding (MOU) between the departments and both labor units of the IAFF. The MOU allows for integration of the workforce and the utilization of staff across jurisdictional boundaries. This cross border utilization of staff has given the Fire Marshal's Office depth across the various specializations.

In fiscal year 2012, the FMO Division accomplished many tasks and collaborated with strategic partners on several projects.



Two Springfield Deputy Fire Marshals attended the National Fire Academy Arson Investigation classes in Emmitsburg, Maryland, increasing their base knowledge and skill in fire origin and cause determination.

A Springfield Deputy Fire Marshal worked with International Paper Corporation and their facility fire protection engineers to ensure fire sprinkler protection met fire code compliance requirements. Additionally, they assisted the corporation in meeting insurance and

building code requirements for fire protection in the master control room area of the paper mill. Another Springfield Deputy Fire Marshal worked with Jasper Natron Wood Products to ensure that a non-functioning fire sprinkler protection system was restored to service with only a minimal loss of production for the company.

The FMO continued code enforcement collaboration with the University of Oregon at the new Matthew Knight Arena, providing both the U of O event staff and the fire department assurance that the unique programming opportunities this facility affords meet the requirements for fire and life safety to protect the public. Most of the unique building uses have now been identified and fire protection procedures for those events have been agreed upon. The input of a Deputy Fire Marshal is now only required for mandated or first-time events that challenge the built-in life safety systems of the facility.

Eugene FMO staff participated in citywide efforts addressing Occupy Eugene's temporary camp. Staff provided guidance after a site visit determined numerous unsafe conditions were present. Staff also provided Plan Review and Inspection services for the 2012 Olympic Track & Field Trials at Hayward Field.



Additionally, Eugene FMO staff provided fire and life safety guidance working with staff from two important public venues – The Hult Center for the Performing Arts and Autzen Stadium – to update emergency planning.

Demolition work began at the former PeaceHealth Clinic site on Willamette Street in anticipation of the construction of the Capstone Project.

Sustainability and Environmental Management Practices

In view of the current well-justified focus on preserving our environmental resources for future generations, this section lists some of the departments' programs and procedures that help us and others to approach our surroundings in a spirit of responsibility and sensitivity.

Sustainability Programs

- 1. Toxics Right-to-Know Program.** Eugene voters in 1996 adopted this program requiring public reporting of hazardous substance use by manufacturers. Since that time, data reported under the program has shown an upward trend in the overall use of hazardous substances, but a downward trend in releases of those substances to the environment. The program is managed under the Eugene Fire Marshal's Office.
- 2. Sustainable design and construction.** Newer facilities – including the Thurston, Downtown, Santa Clara, Whiteaker, and Sheldon fire stations – all were designed and constructed to state-of-the-art standards for energy efficiency, incorporating sustainable building materials, maximum use of natural light and ventilation, solar water pre-heating, radiant heating in the equipment bays, advanced electrical control systems, high-efficiency motors and boilers, heat-recovery ventilation, and many other environmentally sensitive features.
- 3. Class A burn building.** A 2002 Eugene bond measure enabled the department (in addition to building a new Downtown Fire Station) to purchase and install a permanent Class A concrete and tile burn building at the 2nd & Chambers campus. The burn building provides firefighters the opportunity to experience live fire conditions in a controlled setting without the air and groundwater contamination concerns of more traditional “burn-to-learn” exercises involving donated structures in the community. It is standard practice to use non-polluting fuels for training fires conducted in the burn building.
- 4. Administrative office procedures.** Department-level administrative practices conform to or exceed standard sustainability guidelines, and include online rather than printed publications and reports (e.g., this report), default two-sided printing, recycling of paper and kitchen-related products, reduced use of the department's color printers, elimination of personal space heaters (replaced by energy-efficient heated footpads supplied by EWEB), purchase of energy-saving flat-screen computer monitors, and the provision of many sustainable construction features within the infrastructure of the administrative work environment.
- 5. Use of bio-diesel.** In accordance with adopted City policy, Eugene Fire & EMS vehicles use bio-diesel fuel (B20) to the fullest extent possible. Conversion to this fuel type resulted in some problems for our medic units in 2006, and the decision was made that these units will continue run on normal diesel fuel until they are rotated out of service and replaced. The new medic units run on bio-diesel.

Environmental Management Practices

- 1. Regional Hazardous Materials Team.** The departments maintain a fully-equipped Hazardous Materials Team that responds throughout Lane County under contract with the State of Oregon. By the end of this year, all 22 members of the team will be certified to the Hazardous Materials Technician level; most of the members already have this certification. The team is proficient in booming/damming/diking techniques, chemical over-packing (secondary containment), as well as recognition, monitoring, and neutralization of hazardous substance conditions. The Hazardous Materials Team maintains two 24-foot watershed protection trailers that are positioned in close proximity to the McKenzie and Willamette Rivers. These trailers have over 500 feet each of hard floating booms and absorbent material, and are utilized to protect the waterways in Lane County.



Booms deployed on the Willamette River upriver from Eugene and Springfield to contain a spill when a fuel truck carrying 9,000 gallons of gas and diesel rolled over, releasing its contents into the watershed.

- 2. Environmental protection as a tactical priority.** To the extent possible, when responding to fires or other emergencies, department personnel take steps to mitigate any negative effects on the environment that may be caused either by the incident or by the response. Most typically this takes the form of deploying booms to protect storm sewers from contaminated runoff, but groundwater protection from hazardous substances is also a consideration in some responses.
- 3. Oil/water separator on the drill field.** Water and foam are used regularly in training drills occurring on the department's drill field at 2nd & Chambers. Water and oil are used in the routine testing and maintenance of the department's apparatus and equipment, much of which also takes place on the drill field. The west end of the drill field is equipped with a switch directing runoff to the sanitary sewer system when potential contaminants are released.
- 4. Soy-based foam.** The departments began testing a soy-based penetrant foam in 2005, and has now nearly completed the conversion to this type of foam for all fire suppression apparatus. Although more expensive than the chemical foam formerly used, the new soy-based foam is far less toxic (preventing groundwater and stream contamination), is more compatible with the department's equipment (meaning fewer clogged or corroded lines and valves), and has proven to be equally effective as a fire suppression tool.
- 5. Exhaust extraction systems.** All Eugene and Springfield fire stations are equipped with

direct diesel exhaust extraction systems (vacuum apparatus that connect directly to vehicles' exhaust pipes when the vehicles are in the equipment bay). These systems help protect the health of firefighters and also prevent exhaust-related degradation of equipment stored in the bays. They are also equipped with filters to capture particulates before fumes are exhausted to the outside air. When apparatus are first started, there is a larger discharge of contaminants than is experienced after the engine is running.

6. **Storm/sanitary sewer switches.** The infrastructure at all fire stations in the metro area includes a switch to direct wastewater to either the storm sewer or sanitary sewer system, depending on its content. In the most common example, the water used to wash suppression apparatus, which contains cleansing agents as well as impurities, is directed to the sanitary sewer system as a matter of standard operating procedure.
7. **Electronic patient care reporting and record-keeping.** The departments continually seek to identify and implement measures that reduce consumption of paper. A recent major advancement in this area has been the move to electronic patient care reporting, both in the field and for billing purposes. Other measures are in place or are being considered.

Fire Stations



Downtown Station (Station 1)

1320 Willamette Street

Constructed: 2005

Engine company, truck company,
Battalion 1 Chief, dual-role medic unit,
water rescue units, Fire Marshal's Office

Whiteaker Station (Station 2)

1725 W. 2nd Avenue

Constructed: 1999

Engine company, truck company,
water tender, Urban Search & Rescue
Team, Battalion 2 Chief



28th Street Station (Station 3)

1225 N. 28th St.

Constructed: 1971

Truck company, dual-role medic unit,
Battalion 3 Chief



5th Street Station (Station 4)
1475 5th St.
Constructed: 1973
Engine company, heavy rescue vehicle

Gateway Station (Station 5)
2705 Pheasant St.
Constructed: 1997
Engine company, medic unit,
Water Rescue Team



Sheldon Station (Station 6)
2435 Willakenzie Road
Constructed: 1998
Engine company, peak activity dual-role
medic unit, water rescue unit, Emergency
Operations Center



Bethel Station (Station 7)
 4664 Barger Drive
 Constructed: 1979 (remodeled 1999)
 Engine company

Danebo Station (Station 8)
 500 Berntzen Road
 Constructed: 1968 (remodeled 1995)
 Engine company, "swing" medic unit, water tender



Valley River Station (Station 9)
 697 Goodpasture Island Road
 Constructed: 1972 (remodeled 1996)
 Engine company, Oregon Regional Hazardous
 Materials Team



Bailey Hill Station (Station 10)
 2002 Bailey Hill Road
 Constructed: 1983 (remodeled 1996)
 Engine company, brush engine,
 dual-role medic unit

Santa Clara Station (Station 11)
 119 Santa Clara Avenue
 Constructed: 2005
 Engine company, dual-role medic unit



Airport Station (Station 12)
 90711 Northrup Drive
 Constructed: 2010
 Aircraft Rescue &
 Firefighting
 (ARFF) units



University Station (Station 13)
 1695 Agate Street
 Constructed: 1945 (remodeled 1996)
 Engine company, brush engine

48th Street Station (Station 14)
 4765 Main St.
 Constructed: 1961
 Engine company, brush engine,
 water tender



South Hills Station (Station 15)
 80 E. 33rd Ave.
 Constructed: 1953 (remodeled 1998)
 Engine company, brush engine



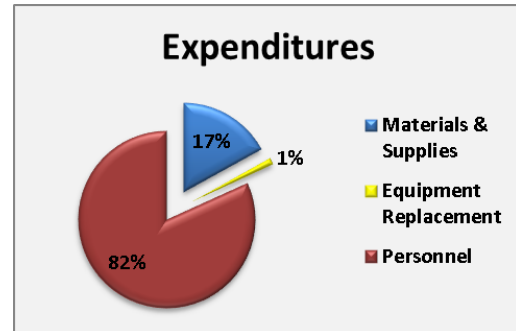
Thurston Station (Station 16)
6853 Main St.
Constructed: 2009
Engine company, dual-role
medic unit, "swing" medic unit

Department Budget – Eugene

For Fiscal Year 2012, the department's operating expenditures totaled \$32 million, representing an increase of 8.8% from fiscal year 2011 expenditures due to increased personnel costs and equipment replacement purchases. As shown on the Expenditures Graph, personnel costs covering wages, overtime, and fringe benefits account for 82% of the department's operating expenditures.

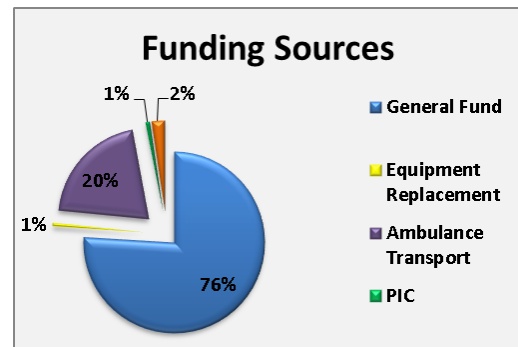
The remaining 18% covered materials and supplies including firefighting equipment; fire and medical supplies; fixed costs such as fleet and radio operating costs; and equipment replacement. General Fund fleet and radio replacement, as well as capital improvement costs, are accounted for in separate internal services funds and are not represented in the Fire & EMS Department budget.

In fiscal year 2012, the department received two grants totaling \$1.8 million to replace extrication equipment and self-contained breathing apparatus (SCBA). The federally funded Assistants to Firefighters Grant provided 80% of the funding. The City's Equipment Replacement Fund provided the 20% matching funds.

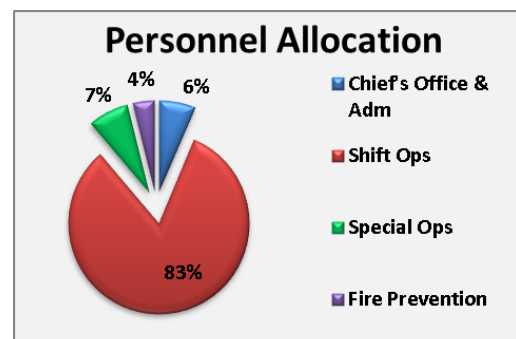


In fiscal year 2012, the General Fund provided 76% of the department's total funding, covering the costs of providing fire suppression, rescue, first response emergency medical services, and the Fire Marshal's Office, plus support functions including logistics, information services, and administration under the Office of the Chief. The remaining funding is derived from the Equipment Replacement Fund, which includes federal grant funds and the matching monies (1%); the Ambulance Transport Fund (20%), an enterprise fund that covers ambulance transport costs; the Airport Fund (2%) that covers the costs of firefighters assigned to the airport; and the Construction Permit Fund (1%) that provides funding for plans review by Deputy Fire Marshals.

In fiscal year 2012, the department collected \$3.5 million in revenues for providing services to outside agencies including fire suppression and fire code enforcement, and grant funding for equipment replacement. The Ambulance Transport Fund collected \$6.9 million in net revenues for fiscal year 2012.



The department has 205 full-time equivalent (FTE) positions. As shown in the graph, 83% (169 FTE) are assigned to the Shift Operations Division responsible for fire suppression activities; the remaining 17% (36 FTE) are assigned to the Office of the Chief, Fire Prevention, and Special Operations Divisions.



Department Budget – Springfield

For Fiscal Year 2012, the department's operating expenditures totaled \$16,557,474.

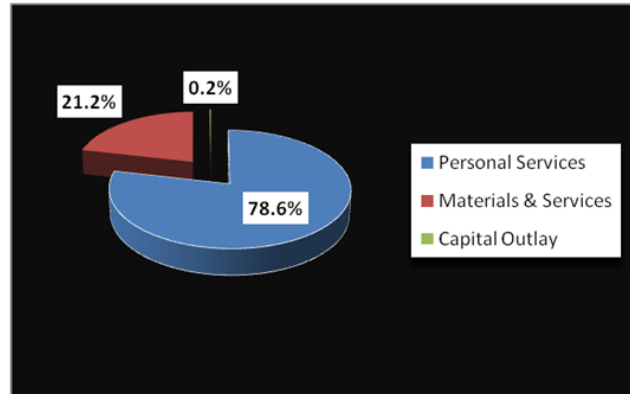
As shown on the first graph, personnel costs covering wages, overtime, and fringe benefits account for 78.6% of the department's operating expenditures. The remaining 21.4% covers materials and supplies include firefighting equipment; fire and medical supplies; fixed costs such as phones, radios, computers, fleet operations and fleet replacement fund contributions; and capital improvements included in the annual budget.

The second graph shows a General Fund allocation of 60% of the department's total funding, covering the costs of providing fire suppression, rescue, first-response emergency medical services, and the Fire Marshal's Office, plus support functions (administration, etc.).

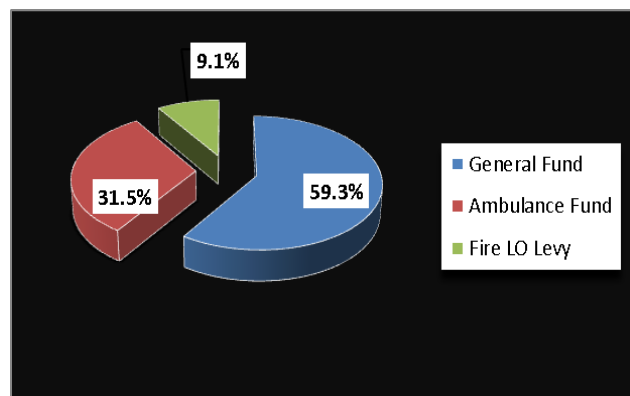
The department received General Fund revenues totaling nearly \$1.7 million for fire suppression contracts, code enforcement, and other miscellaneous reimbursable services. The remaining 39% of funding is derived from the Ambulance Transport Fund (32%), an enterprise fund that provides support for ambulance operations, FireMed and ambulance billing; and the Local Option Levy (9%) that covers the costs of 12 FTE firefighter/paramedics.

The final graph represents the department's allocation of personnel. As shown, 86% (87 full-time equivalents or FTEs) are assigned to Operations, responsible for fire suppression activities, special teams, training, and fire prevention; and the remaining 14% (14 FTE) to support functions including: finance, administration, Account Services (ambulance billing), FireMed administration, and the Office of the Chief.

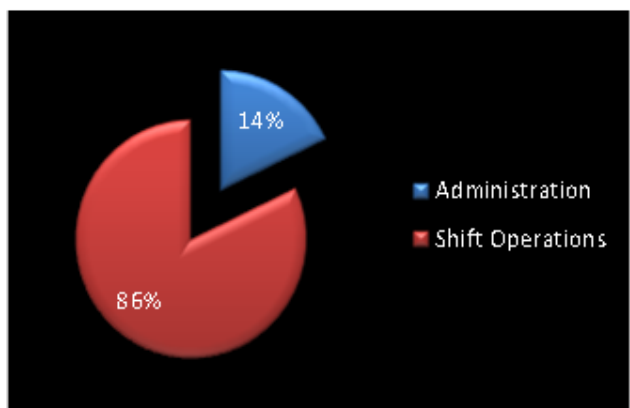
Expenditures



Funding Sources



Personnel Allocation



Vital Statistics — Fiscal Year 2012

Service Areas

Incorporated cities plus contract districts	
Total Population	236,060
Total Area (sq. mi.)	92.9
Springfield plus contract districts	
Population	67,939
Area (sq. mi.)	19.8
Eugene plus contract districts	
Population	168,121
Area (sq. mi.)	73.1
Combined ambulance service areas	
Total Population	284,140
Total Area (sq. mi.)	1,948.0
Springfield ambulance service areas	
Population	91,845
Area (sq. mi.)	1,514.0
Eugene ambulance service areas	
Population	192,295
Area (sq. mi.)	434.0

Calls for Service

All calls	
Eugene	21,091
Springfield	10,981
Medical calls	
Eugene	17,400
Springfield	9,522
Fire/other calls	
Eugene	3,691
Springfield	1,459
Patients transported	
Eugene	10,142
Springfield	6,440

Calls for Service (continued)

Automatic Alarms	
Eugene	1,395
Springfield	462
Public Assist Calls	
Eugene	1413
Springfield	618
Loss from Fires	
Structure fires	\$3,625,876
Vehicle fires	\$156,024
Outside fires	\$158,200
Dumpster fires	\$2,400
All other fires	\$185,700
Civilian fire-related injuries	18
Civilian fire-related deaths	0
Station tours (est.)	88
Total visitors (est.)	1,428
Crew visits/public events (est.)	148
People contacted (est.)	13,755
Fire investigations	
by Fire Marshals	84
Incendiary determinations	
based on investigation	17
Plan reviews and re-reviews	1,123
Inspections	
New construction	1,823
Code enforcement	1,890
Hazardous materials	158

Hydrant Maintenance

Fire Department repairs on	
existing hydrants	50
New hydrants added to system	11
Public hydrants in metro area	5,553

Personnel

Office of the Chief	13
Shift Operations	247
Special Operations	18
Administrative Services	15
Fire Prevention	<u>13</u>
Total	306

Apparatus (front line)

Trucks	3
Engines	12
Quints	3
Fire & EMS medic units	7
Rural/Metro medic units	
(public/private partnership)	2
Life Flight Helicopter	
(public/private partnership)	1
Water tenders	3
Brush engines	4
Command vehicles	3
ARFF unit (airport)	1
Water Rescue craft	2
Hazardous Materials units	2
Technical Rescue units	3
Air & Light unit	1

Awards and Service Milestones

Awards

Life Saving Award

Battalion Chief Lance Lighty

Achievement Award

Engineer Linn Burch

Humanitarian Award

Firefighter Diana Chappell

Annual Medical Services Award

Firefighter Daniel Chase

Special Mention

2012 City of Eugene Mayor's Employee Recognition Award

Captain Matt Ennis

Captain Jean Woodrich

Firefighter Shannon Clawson

Firefighter Amy Kline

Firefighter Carolyn McCann

Program Specialist Anna Reid

Citizen Awards

Life Saving Award

Naja Rossoff, Bounce Gymnastics

Service Award

Tim Chase, Lead Communications Specialist

Service Award

Shelley Winnebrenner, Seamstress

Years-of-Service Milestones

The following personnel reached career milestones during fiscal year 2012:

35 Years

Jerry Hall 07/76

30 Years

Barry Floyd 08/81

Bruce Hocking 01/81

John McDowell 01/81

Michael Metzger 05/81

25 Years

Scott Bishop 07/86

Roy Linn Burch 10/86

Dana Burwell 10/86

Douglas Cox 10/86

Gregory Deedon 10/86

Sharon McCool 09/86

Matt Ennis 07/86

James Montgomery 07/86

Craig Shelby 07/86

Mark Walker 10/86

20 Years

Mark Allen 09/91

Diana Chappell 03/91

Alan Gerard 03/91

Leo Giles 03/91

Kevin Gray 03/91

Jeffrey Kronser 03/91

Lance Lighty 09/91

Leldon Little 09/91

Karen Orr 01/91

Brian Parmelee 09/91

Tony Peterson 09/91

Scott Price 03/91

Stuart Sabatka 03/91

Brian Smith 09/91

Matthew Steinberg 09/91

Years-of-Service Milestones (Contd.)

15 Years

Debbie Adair 05/96
Barry Burleson 07/96
Mike Barnebey 05/96
Eric Carter 10/96
Mark Koss 05/96
Mike Lundeen 05/96
Ben Meigs 01/96
Brian Sweet 01/96
Charles Van Rysse 10/96
Mark Vanderville 01/96
Andrew Young 02/96

5 Years

Char Barnard 02/06
Raymond Brown 01/06
Jerrid Edwards 01/06
Mark Grover 01/06
Keith Haggas 08/06
Angela Hambright 06/06
Edward Meyer 01/06
Joshua Moore 01/06
Linda Morris 12/06
Lance Ryan 01/06
Ryan Sheridan 01/06
Jana Sorenson 12/06
Nathan Svejcar 01/06
A.J. Tuter 01/06
Eric White 01/06

Retirements

The following personnel retired in fiscal year 2012:

Karen Brack
Sharon Eichhorn-McCool
Paul Esselstyn
Faye Forhan
Jim Matthews
Rocky Nightingale
Karen Orr
Tom Saraceno
Mark Walker

New Employees

The following individuals joined the Metro departments in fiscal year 2012:

Jonathan Elliott
Andrew Fidino
Nicholas Fiorante
William Nick Mackenzie
Nicholas McEvoy
Dustin Mitchell
Devin Monte
Shannon Murphy-Edwards
Tyler Patterson
Steven Reerslev
Daniel Westerman
Jeremy Young
Dmitriy Zubov

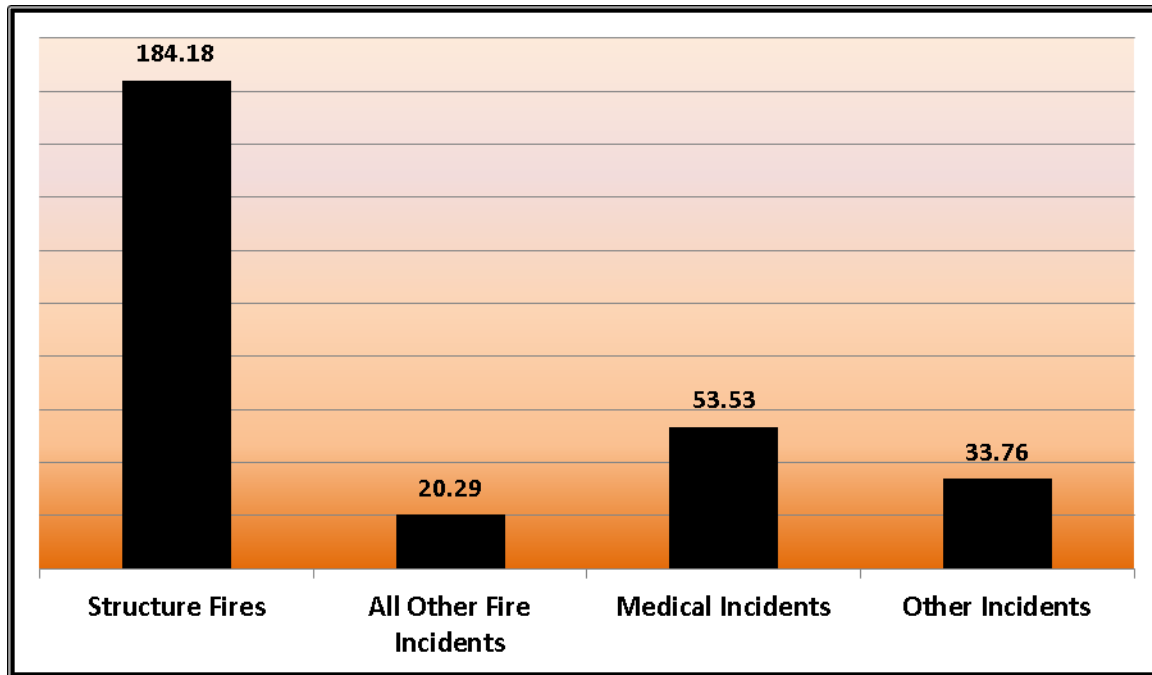
Promotions

The following personnel received promotions during fiscal year 2012:

Charla Barnard
Timothy Blackwell
Matthew Carson
Matt Droege
Trevor England
Cinimint Harper
Edward Hoffman
Craig Lowe
Tyson Pardun
Christopher Paskett
Robert Ritchey, Jr.
Kim Thomas
Andrew Young

Resource Commitment by Call Type

Average Minutes in Service (Dispatch to Clear) by Call Type/Fiscal Year 2012

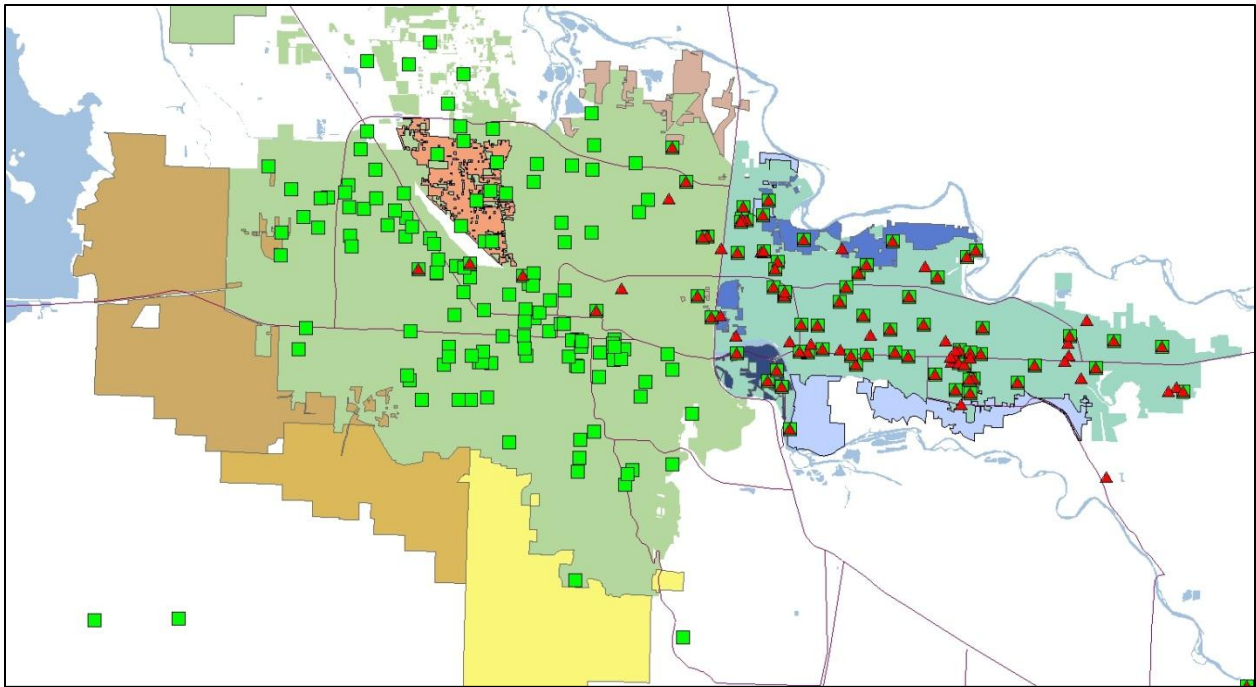


The above graph provides an illustration of the disparate resource commitments required for the most common types of calls to which the departments respond. Structure fires generally require a greater amount of on-scene and recovery time than most other types of calls.

However, the disparity is even greater than that, because the standard response to an emergency medical services call is one engine and one medic unit – collectively carrying a total of five personnel – while the standard response to a residential structure fire is four engines, one truck, one medic unit, and two Chief Officers, for a total of 19 personnel. Commercial, industrial, and high-rise fires receive an even greater initial response.

Because fires take longer, and require more personnel, it would not be correct to assume that the respective resource commitments of the departments between fires and medical emergencies are directly proportional to the percentage of calls of each type. The great majority of calls are for emergency medical response, but in terms of actual resources required and committed, the difference is not as great as one might expect. This is even more true when factors such as return to quarters, recovery (cleanup, decontamination, resupply), and follow-up reporting requirements are also considered, for fires versus medical calls.

Structure Fire Responses by Service Area

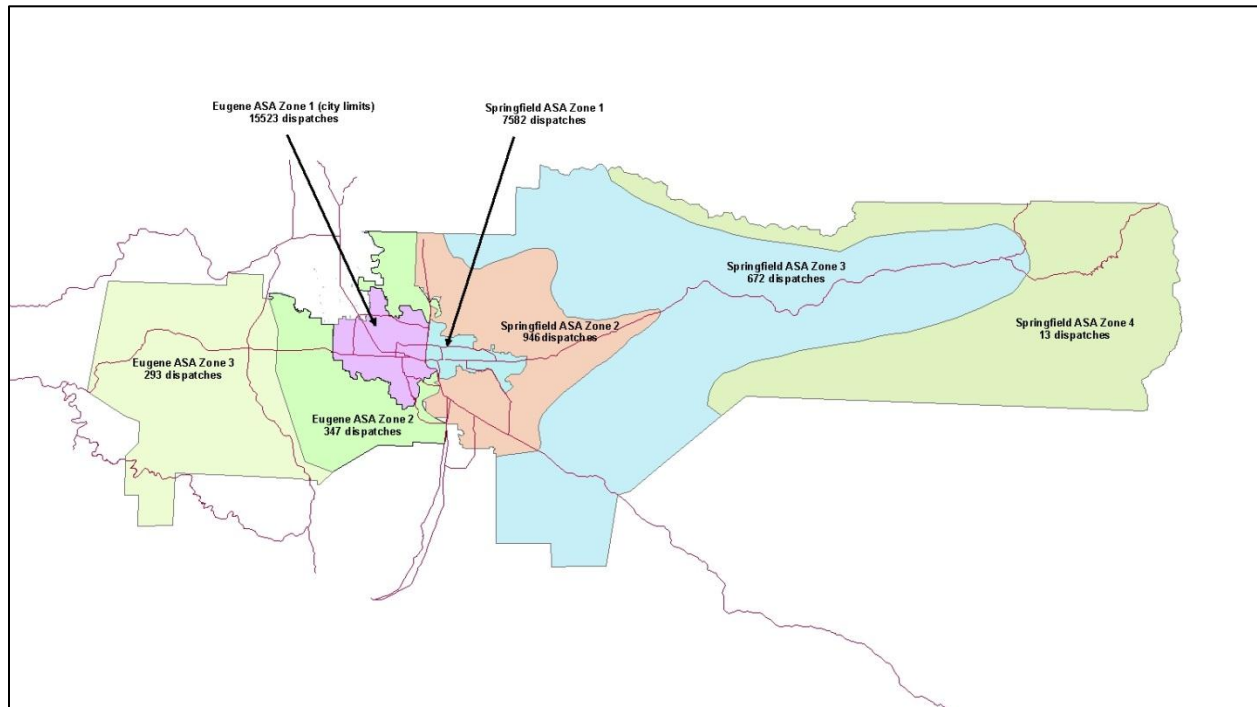


The Metro departments protect the entire Eugene-Springfield metro area by responding not only within the cities' limits but also into neighboring districts served under contract, including Bailey Spencer RFPD, Eugene Fire District #1, Glenwood RFPD, Rainbow RFPD, River Road Water District, Willakenzie RFPD, and Zumwalt RFPD. The departments also respond as necessary to all other surrounding jurisdictions under mutual or automatic aid agreements.

The map above shows the locations of structure fire responses during fiscal year 2012 in which Eugene Fire & EMS or Springfield Fire & Life Safety was the sole or a participating responder. A square by itself indicates a Eugene-only response (140) and a triangle by itself indicates a Springfield-only response (31). Where a triangle and a square are shown in the same location, both departments responded; there were 74 structure fire responses of this type. For the metro area, there were a total of 245 structure fire responses during the fiscal year.

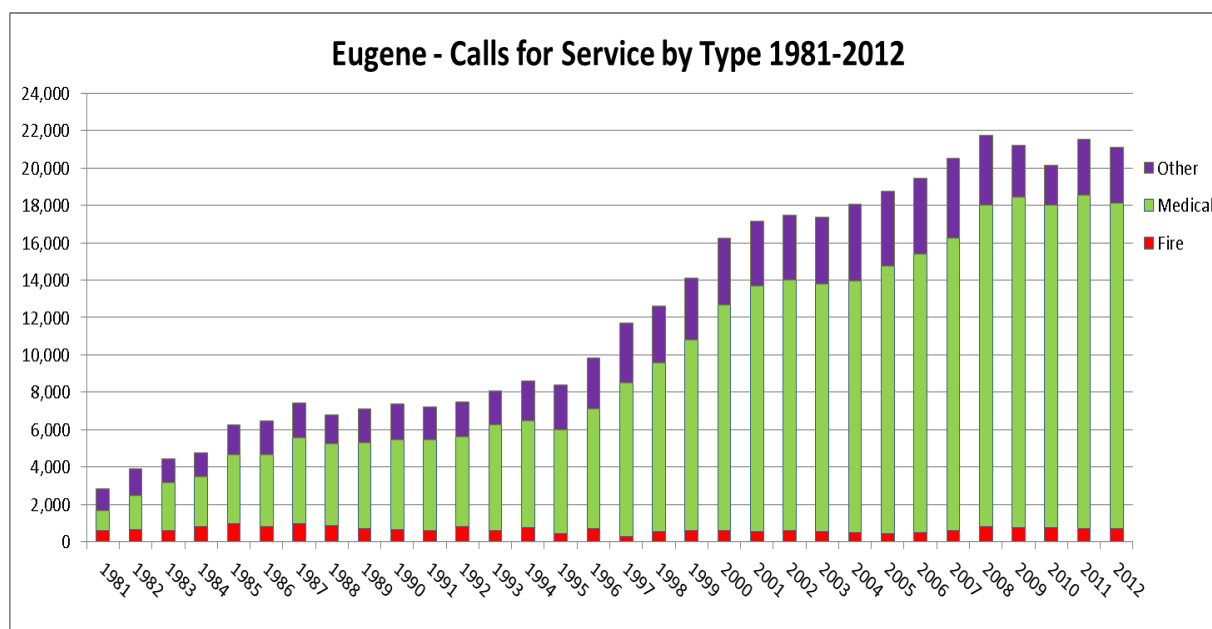
In addition, however, fire crews responded to 4,690 other non-medical calls in the fiscal year, including smaller fires (vehicle, grass, bark dust, etc.), natural gas leaks, explosions, hazardous materials incidents, water rescues, reports of smoke or suspicious odors, public assistance, police assistance, downed power lines, and many others.

EMS Calls by Service Area

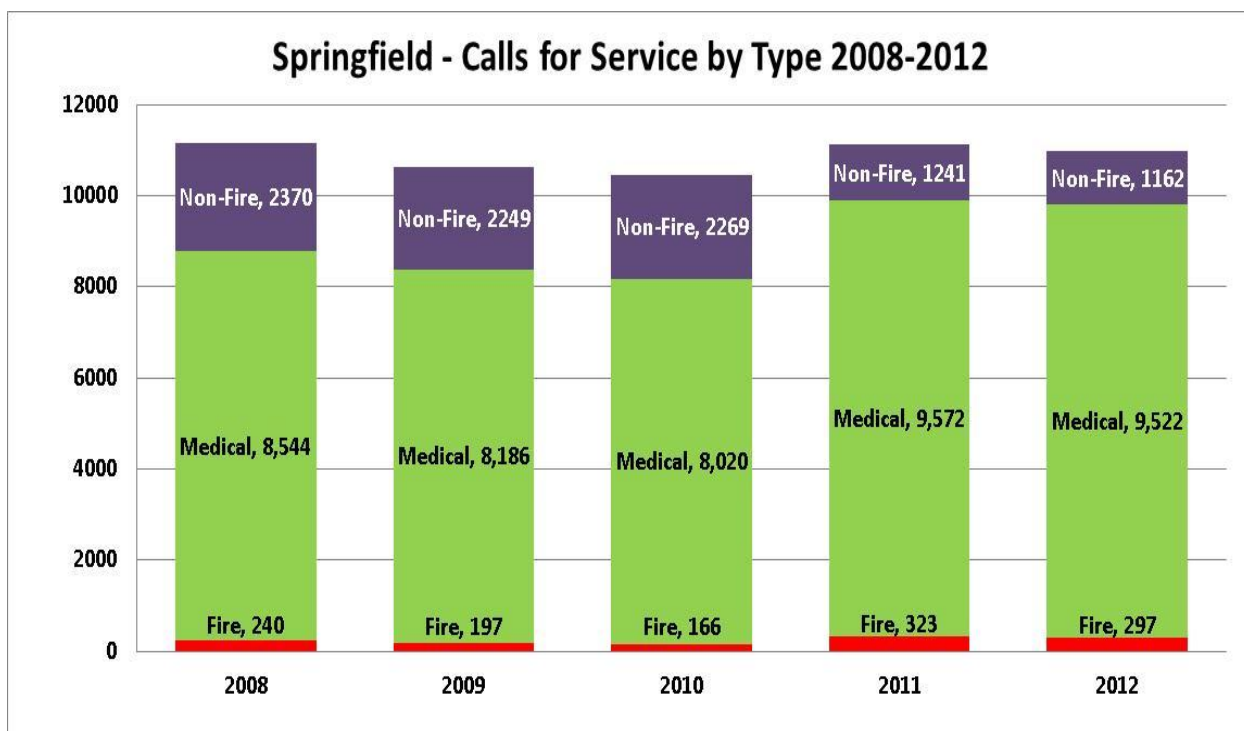


In Oregon, Ambulance Service Areas, or ASAs, are assigned to provider agencies by county government. The ASAs for Eugene Fire & EMS and Springfield Fire & Life Safety are shown above. They include the cities themselves plus large outlying geographic areas in both cases, generally to the west for Eugene and to the east for Springfield. Eugene's ASA extends approximately halfway to the coast and covers a total of 434 square miles, while Springfield's includes territory as far east as McKenzie Bridge, and has a total area of 1,514 square miles. For purposes of management information, the ASAs are divided further into zones, which are based on population density and distance from agency resources. The map above shows ambulance responses by the two agencies in each zone of their respective ASAs (Eugene's ASA has three zones while Springfield's has four) for fiscal year 2012 (07/01/2011 – 06/30/2012). The most notable change was for Eugene's Zone 3, where there was a significant decrease in EMS calls due to the IGA with Lane Rural/Fire Rescue. There were a combined total of 27,185 ambulance dispatches during the fiscal year for Eugene Fire & EMS and Springfield Fire & Life Safety.

Calls for Service by Call Type



The graph above shows total calls for Eugene Fire & EMS response per year, beginning in 1981. A leveling off of medical calls and total calls can be seen beginning in 2002, due to a reduction in the size of Eugene's Ambulance Service Area. The upward trend subsequently continued, with a slight downturn in 2009 probably attributable to the City's partnership with Rural Metro Ambulance (a private ambulance service provider) who now handles certain categories of non-emergency medical transports, and possibly also to new regulations requiring disclosure of ambulance fees prior to transport. In fiscal year 2012, there was another slight downturn, due to an increase in call shifting to Rural Metro Ambulance and the IGA with Lane Rural Fire/Rescue in picking up a portion of our rural service area. This is in keeping with our strategy to decrease call load and increase system capacity.



The graph above shows total calls for Springfield Fire & Life Safety response per year, beginning in 2008. Prior to 2008, Springfield tracked total apparatus response versus total incidents, therefore, this figure shows the number of calls for service from 2008 to 2012 only. The slight decrease in medical calls for fiscal year 2012 was anticipated since the City of Springfield also signed a contract in fiscal year 2011 with Rural Metro Ambulance to handle certain categories of non-emergency medical transports.

For the Metro departments, calls for fire response have remained relatively stable over the years, as improved construction techniques and materials — as well as aggressive fire prevention programs — have offset steady growth in population, number of structures protected, and other overall community risk factors.

The continuing high level of medical service demand, however, is of great concern. Reductions in Medicare reimbursement rates, a rising median age of the population, and reduced support for social services have combined to threaten the long-term financial stability of the region's ambulance service. The problem is nationwide, and addressing it is a key priority for the Metro departments and other service providers in the area.

Partnerships and Affiliations

Eugene Fire & EMS and Springfield Fire & Life Safety are grateful to the many public, private, and nonprofit agencies that have extended the hand of partnership to us in order to help keep our community safe. A short list is given here. There are many others. Thank you.

- Lane County Fire Defense Board
- International Association of Fire Chiefs
- Oregon Fire Chief's Association
- Sacred Heart Medical Center
- Looking Glass – Project Safe Place
- Oregon Department of Human Services
- Mutual Aid Agencies
- University of Oregon
- Life Flight Network
- McKenzie-Willamette Medical Center
- Oregon Medical Association
- Oregon State Ambulance Association
- Oregon State Fire Marshal's Office
- IAFF Local 851 & 1395 – Firefighter Unions
- American Red Cross
- Automatic Aid Agencies
- Lane County Fair
- Lane Community College
- Rural/Metro Ambulance



